



The IFM Open Door

Volume 3

The Integrated Facilities Management Open Door Summer Edition

July 2014

IFM Community

...

Welcome to the third volume of The IFM Open Door. The purpose of this newsletter is to build an interactive sense of community within each Integrated Facilities Management Region and across the Commonwealth. The goal is to provide you with ongoing, clear communications about IFM, as well as an opportunity to voice your feedback to us!

You are encouraged to contact your manager or simply visit www.mass.gov/dcam/ifm to get more detailed information and to get updates on the key milestones achieved through IFM.

Please email your suggestions for articles or questions to your Regional Director (listed on page 8) or to info.dcam@state.ma.us.

Commonwealth Facility Standard Categories Adopted by IFM Steering Committee

On June 18, 2014, the IFM Steering Committee celebrated one year of operation as the decision-making body for Integrated Facilities Management by adopting statements of 17 service standards that apply to Commonwealth facilities in the Executive Branch. This marks the establishment of a baseline of quality under which all facilities will be measured and is a best practice required by EO 543. The next step is to define the key performance indicators for each standard category and develop the evaluation process. The implementation of universal standards will promote consistency and support meaningful metrics to achieve the highest level of performance. Standards categories are shown on page 2 and can be reviewed at www.mass.gov/dcam/fmms.



IFMSC members prepare to vote on Standards

What's Inside?

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Commonwealth Facility Standard Categories (cont.)

Ongoing monitoring is necessary to ensure that standards are met. In addition, training for facility staff as well as occupant employees and residents is critical to ensuring achievement of the quality outcomes that are envisioned by the standards. Making sure that there is clarity about the standards will be incorporated as part of the facility standards implementation work plan.

1 Security	10 Energy Management & Sustainability
2 Grounds & Landscape Maintenance	11 Space Management
3 Cleaning	12 Project Management
4 Solid Waste Management	13 Facility Information Management
5 Routine Maintenance	14 Procurement of Equipment, Materials & Building Services
6 Preventive & Scheduled Maintenance	15 Accessibility
7 Integrated Pest Management	16 Fire Safety
8 Health & Safety	17 Wayfinding
9 Emergency Preparedness	

A **thank you** is well deserved for the IFM Steering Committee members and other stakeholders who served as expert reviewers in the development of these standards. They will also be actively engaged in developing the implementation procedures. In addition, we will tap members of the Commonwealth Facilities Advisory Council to add their substantial knowledge to the next phase of this effort.

Facility Management & Maintenance Standards - FMMS

Subject Matter Experts/DCAMM Project Team

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Robert	Anderson	DPS
Kathleen	Baskin	EEA
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Scott	Calisti	DCAMM
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Glenda	DiFilippo	DFW
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Julia	Wolfe	OSD
Curtis	Wood	EPS
Lorraine	Woodson	EHS
Laura	Younger	DCAMM

IFM & the FY15 State Budget

In preparation for inclusion of IFM in the Fiscal Year 2015 (FY15) budget process, DCAMM organized a customer driven subcommittee with strong participation of IFM members and stakeholders to develop a chargeback model that was included as part of Governor Patrick's FY15 budget proposal. Although neither the House nor the Senate included the actual chargeback account in the final joint budget proposal agreed to by the Conference Committee, the Legislature did add **\$3.4 million to DCAMM's operating budget** to ensure that we had enough funding to fully implement IFM in the DCAMM portfolio in FY15. DCAMM will continue to utilize the various financial mechanisms that we have in place in FY15 and will continue to advocate for one standardized chargeback model, to be included in future budgets. Additionally on July 1, 2014, the Patrick Administration unveiled its final **Five-Year Capital Investment Plan (FY15 – 19)**. The plan includes projects of critical importance to IFM. A few examples for FY15 include:

- ☐ \$ 8m – Accessibility
- ☐ \$44.4m – Deferred Maintenance
- ☐ \$41.5m – Accelerated Energy Projects and CEIPs (energy)
- ☐ \$ 2m – Milford Campus Renovation (\$36 m total)
- ☐ \$700k – Downtown Brockton Higher Education Collaborative Campus

What's Going on Around the Regions?

Summer is no vacation for facility management. This summer staff continued to work with **IFM Centers of Excellence** and agency partners in their regions to consider maintenance service situations, identify needed projects and prepare for additional facilities (existing and new construction) that will be integrated into IFM.

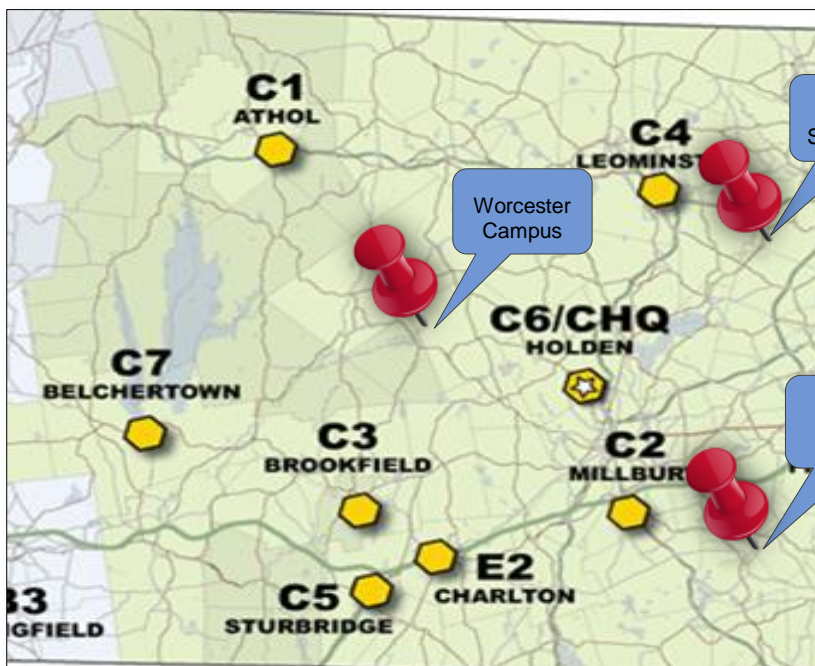
Western Region: In 2014 Construction begins on the Fire Service Academy, Springfield



Western Regional Governance Committee votes to study option of Electric Charging Station and Water Filtration System

What's Going on Around the Regions (cont.)?

Metro Boston Region. William A. Hinton Laboratory Institute, Jamaica Plain – This 11-acre site was integrated into IFM 7/ 1/ 2014. The Tower, Biologics and Stable buildings located on the campus contain 245,811 gross square feet. DCAMM provided new employee orientation to 35 facility maintenance staff who became employees of DCAMM with the Integration. Facility improvements planned include: elevator, energy and deferred maintenance projects. DCAMM staff assisted in the Center for Disease Control Select Agent Inspection of the facility which took place in June 2014.



Central Region

State Police Barracks in Transition to IFM

C-1 Athol
C-2 Millbury
C-3 Brookfield
C-4 Leominster
C-5 Sturbridge
C-6 Holden

What's Going on Around the Regions (cont.)?



Northeast Region. Fernald State Hospital, Waltham, MA - Two 20,000 gallon fuel oil tanks were removed as part of the central power plant decommissioning project. The oil that was in the tanks (30,000 gallons) was transferred to other regional agencies, saving thousands of dollars by avoiding hazardous waste disposal costs for the Commonwealth and fuel costs for receiving agencies.

Dick Goulet Joins IFM as North/Southeast Regional Director

The OFMM IFM Regional Director Team is now complete and covers all five regions. Dick Goulet has joined his colleagues this year, Tom Tagan, Ed Nicosia, and Elsie Petit-Frere, as a Regional Director. He can be directly contacted regarding IFM in the Northeast and Southeast Regions.

He has jumped in on many projects and is a much needed leader and partner. His facility management experience spans over 20 years. Dick most recently served as Facilities Director with Northern Essex Community College. He served in similar positions at Tufts University, Roger Williams University and Western Kentucky University.

Dick is a former corporate pilot as well as a Veteran of U.S. Naval Aviation. Dick is one of the founding members of the CFAC and actively participated in the development of the IFM Blueprint.



DICK GOULET

FEATURE: AEP 700 Sites in 700 Days IFM

[153 Days to Goal Aug 1 to Dec 31 – 98 Sites Remaining]

The Commonwealth of Massachusetts is nationally recognized for its leadership in energy and water efficiency, policy, and implementation of innovative and sustainable energy and water solutions. In 2013 for the third consecutive year, Massachusetts was ranked as the top state in the nation for energy efficiency policies and programs by the American Council for an Energy-Efficient Economy (ACEEE).

The **Accelerated Energy Program AEP** was initiated in December 2011 to accelerate the implementation of energy and water projects across the Commonwealth. DCAMM, The Department of Energy Resources (DOER), and multiple partners are working to initiate upgrades to **700 state sites in 700 working days** through December 31, 2014.



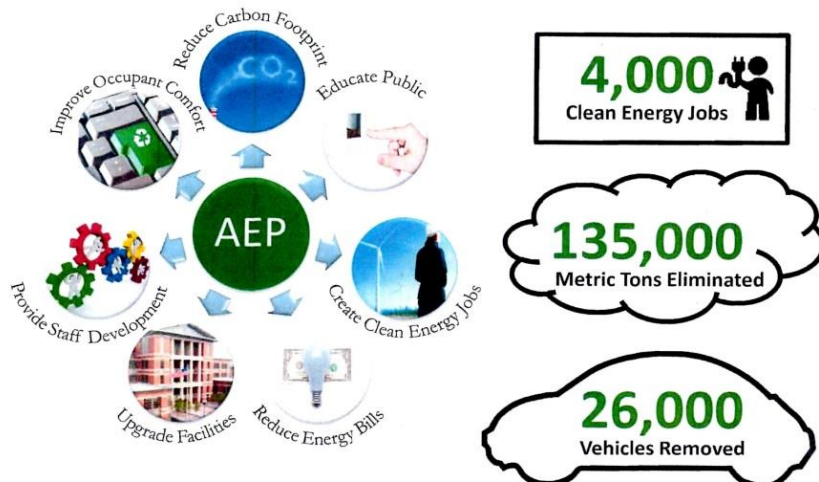
(L-R) DOER Commissioner Mark Sylvia, NECC President Lane Glenn, and DCAMM Commissioner Carole Cornelison present Northern Essex Community College with its official AEP Certification Plaque - January 2014.

Many members of the **Commonwealth Facility Advisory Council (IFM Advisors)** provided their expertise to shape the AEP and were named to the Energy Leadership Steering Committee.

The comprehensive approach of IFM is inclusive of ensuring energy improvements, energy conservation and increased use of renewable energy in Commonwealth facilities. Sustainable facility management has important impact on the cost efficiency of facilities as well as the significant environmental benefit it provides. Under IFM, facilities are planned, constructed and managed with energy and water efficiency in mind.

Through the AEP, the Commonwealth will significantly reduce energy costs and greenhouse gas emissions across state facilities, helping achieve the goals established in Executive Order 484, Leading by Example – Clean Energy and Efficient Buildings. **The AEP will save approximately \$43 million annually, create about 4,000 clean energy jobs and eliminate an estimated 135,000 metric tons of greenhouse gases annually,**

which is equivalent to removing 26,000 cars from the road each year! The AEP team has delivered projects which have resulted in impressive savings at many sites. In particular, a \$6 million large comprehensive project at Northern Essex Community College resulted in a 33% reduction in annual energy costs, producing an estimated savings of \$400,000 per year! The project's 40% annual electricity consumption reduction alone would be enough to power 449 homes in the state each year!



Feature of the Month (cont.)

This Community College project was the first large AEP Certified project completed in the program. To become AEP Certified, a large project must achieve at least a 25% reduction in two of the following three categories: site energy use, greenhouse gas emissions, and energy costs. Energy consumption must also be reduced by at least 10% to achieve certification.

The Energy Team at DCAMM is an **IFM Center of Excellence** that provides quality services to the IFM Regions. For example, the Energy Team evaluates energy system improvements as part of Facilities Condition Assessments that DCAMM performs in preparation for integrating sites into the IFM portfolio. In addition, energy conservation and improvement projects typically involve correction of deferred maintenance projects, and in some cases, the energy projects and their savings are used to leverage funding for related deferred maintenance repairs. Furthermore, the Energy Team works with DCAMM's Office of Planning, Design and Construction to ensure that new construction and major renovation projects are designed to maximize energy efficiency (Mass LEED-Plus), as required by Executive Order 484. Lastly, the Energy Team works with facility managers to identify operational and behavioral changes that can be made to improve energy efficiency. Where appropriate, training is provided.

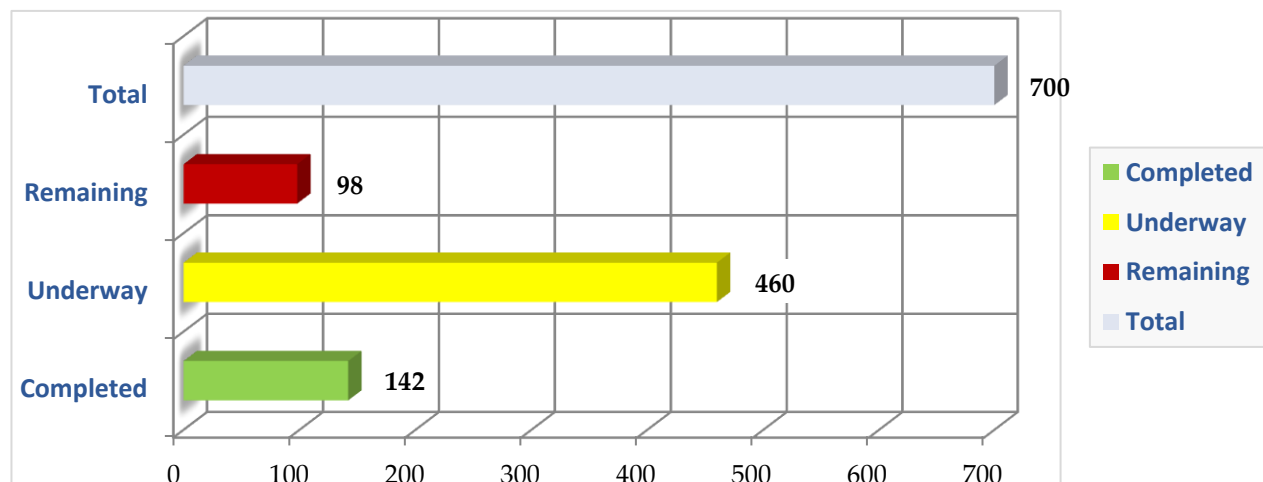
A few AEP projects initiated at sites being managed directly under IFM include the William A. Hinton Laboratory Institute located in Jamaica Plain, the former National Guard headquarters in Milford, Taunton State Hospital, the Springfield State Office Building, and 27 State Police barracks across the Commonwealth.

Overall, the team has initiated or completed AEP projects at 602 sites, nearly 3,500 buildings, through June 2014. With only 98 sites left to initiate, the AEP is well on its way to having all 700 sites either completed or initiated by the December 2014 deadline!

APPROXIMATE DATA AS OF 6/30/2014

	# of Sites	sq. ft. of sites	# of Bldgs.
Completed	142	10,475,159	693
Underway	460	33,153,986	2,790
Remaining	98	13,366,625	1,081
Total	700	56,995,770	4,564

AEP SITE STATUS AS OF JUNE 30, 2014



Frequently Asked Questions

Submit any questions to **The IFM Open Door** newsletter by forwarding them to your facility manager or Regional Director for consideration. We will respond to your question whether or not it is published.

What is an IFM Center of Excellence in DCAMM?

- The Centers of Excellence consist of the functions that provide support to the IFM Regions and to customer agencies. The support includes services or expertise offered from a collaborative approach to achieve high-quality, measurable results in the care of Commonwealth facilities. COEs operate across all five IFM Regions to achieve an economy of scale for their services. They also utilize best practices, shared services and lean six sigma tools. Engineering, Energy, Space Planning, Security, Compliance, Leasing, Design & Construction, Real Estate, Legal, Human Resources and Finance all serve as IFM Centers of Excellence.

What role do IFM Regions have with respect to deferred maintenance?

- Regional Directors are involved in reviewing requests for deferred maintenance projects as part of a DCAMM team. Regional Directors will work with agencies/units in their regions to remain aware of deferred maintenance needs and be prepared to support projects in their regions. Don't hesitate to contact your Regional Director to discuss deferred maintenance.

What type of agreement is used to determine operation and maintenance responsibilities between agencies and DCAMM in IFM facilities?

- A Service Level Matrix (SLM) is negotiated between DCAMM and customer agencies and lists operation and maintenance activities and the responsible party for each activity. All activities correspond to the 17 IFM Facility Standards Categories approved by the IFM Steering Committee 6/18/2014 (**see article on page 1**).

Quick Facts About The Commonwealth Properties...

- | | |
|-------------------------------|------------------------------------|
| ■ 80M Gross Square Feet | ■ 276 Campuses |
| ■ 13,000+ Real Estate Parcels | ■ \$1B Minimum Estimated O/M Spend |
| ■ 6,300+ Structures | ■ 550+ Active Leases |

*We are your customer-focused, service-oriented facilities management and real estate team.
Should you have questions about IFM, please contact us.*

Division of Capital Asset Management and Maintenance

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The IFM vision is to provide customer-focused, high quality, and cost effective facilities management services.